

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
December 16, 2020 Meeting Minutes

MEMBERS PRESENT:

Mr. Dan Petersen – UFA, Chairman
Mr. Korban Lee – West Jordan, Vice-Chairman
Mr. David Dobbins – Draper
Mr. Doug Hill - Murray
Mr. Gary Whatcott – South Jordan
Mr. Kyle Kershaw – South Salt Lake
Mr. David Brickey - Riverton
Ms. Wendy Thomas - Herriman
Ms. Lisa Hartman - SLCo
Mr. Tim Tingey – Cottonwood Heights
Mr. Scott Harrington - Taylorsville
Mr. Jake Petersen – UPD

MEMBERS ABSENT:

Mr. Mike Morey - Alta
Mr. Kane Loader - Midvale
Ms. Gina Chamness – Holladay
Mr. Mark Reid – Bluffdale
Mr. Wayne Pyle – West Valley City

OTHERS PRESENT:

Mr. Scott Ruf – Director, VECC
Mr. John Evans – West Valley
Ms. Andrea Partridge - VECC
Mr. Clint Jensen – VECC
Mr. Jon Harris – Murray
Mr. Clint Smith – Draper
Mr. Chad Pascua – Murray
Mr. Scott Young – VECC Counsel
Mr. Terry Addison – South Salt Lake
Mr. Riley Pilgrim – UFA
Mr. Robbie Russo – Cottonwood Heights
Ms. Ashley Spatafore – Capstone Strategies, LLC
Mr. David Spatafore - Capstone Strategies, LLC
Mr. Bruce Kartchner - Bluffdale
Mr. Dominic Burchett – UFA
Mr. Don Hutson – Riverton
Mr. Ryan Carter – Riverton
Ms. Colleen Jacobs – West Valley City
Mr. Warren James - Bluffdale

In view of the COVID-19 Pandemic, this meeting will be held at virtually via ZOOM, as authorized by the Governor's Executive Order dated March 18, 2020 and affirmed November 8, 2020.

Mr. Dan Petersen called the meeting to order at 2:03 p.m.

PUBLIC COMMENTS

There were no public comments received for this meeting.

APPROVAL OF OCTOBER 2020 AND NOVEMBER 2020 MEETING MINUTES

David Brickey suggested that we notate somewhere on the minutes that the October and November meetings were held electronically on Zoom rather than in person. This will be updated and reflected in these meeting minutes as well as in future meetings.

Motion –

. . . by Mr. David Brickey, to approve the minutes of the October and November 2020 Trustee's meeting as written with the added notation of the meetings being held in Zoom rather than in person; the motion was seconded by Mr. Gary Whatcott; the motion carried unanimously.

LEGISLATIVE UPDATE

Dave Spatafore commented that this past legislative session has been an eventful interim for VECC. Scott Ruf and Chief Petersen presented in front of the Audit Committee and then they presented before the Retirement and Entities Committee. It's been known for quite some time that a bill file has been open dealing with the audit results. The bill file was open by Senator Harper. Dave and Ashley discovered about 2 weeks ago that there would be 2 bills. One bill, by Senator Harper, would focus on UCA, and Dave is not certain what will be in the bill. The other bill, a 9-1-1 bill, would be sponsored by Senator Handy. The past few UCA bills, Harper has been the senate sponsor and Steve Handy from Layton has been the house sponsor. Prior to being a legislature, Steve Handy was on the Layton City Council, and he understands local governments and dispatch centers well. Once Dave knew that Sen. Handy was working on a bill, he contacted him to start dialogue. Sen. Handy mentioned that the bill would follow up on the audit, he wasn't certain exactly what he was going to do, but he was looking at having legislation. Dave suggested they meet along with Chief Peterson, Director Ruf, and the legislative staff. That meeting was held last week, and it went well. Scott did a wonderful job in explaining everything that has been happening with the Board, and with what he's trying to do in following up with the audit. Since the presentation in front of the Retirement Committee back in August, Scott has been providing monthly reports to that committee's chairs, Sen. Harper, and Sen. Craig Hall. They will continue to receive monthly reports as to what VECC is doing and how they are doing. The current monthly report should come out today and once approved by this Board, Scott will send it out to Sen. Harper, Sen. Hall and Rep. Handy. The code citation is 63H-7A-304.5 #2. In this section, in terms of the proportionate share of funds, the legislature during the 2020 session put in the NENA standards of 90% of all calls arriving at the PSAP within 15 seconds would be answered and then 95% within 20 seconds. Right now, we're not at those 2 levels. Rep. Handy said if he did legislation, the funds that we get could be tied to achieving those results. At the end of the meeting, he was pleased and somewhat relieved with all the changes that Scott is making, and he thought that we are improving and will continue to get better. Rep. Handy felt that things were good, and he would not be doing a heavy-handed bill. He sent Senator Harper a text stating that he felt VECC was improving and thought they would need 5 or 6 months to get their numbers together and that he would not be running a heavy-handed bill, which displeased Senator Harper. Chief Petersen spoke with Sen. Harper and at this point, Dave is unsure if we will face legislation. If we do, it will deal with the 2 standards and potentially withholding some of our revenues. Ashley Spatafore added that some of this frustration coming from Senator Harper is that he feels he's done a lot of work with UCA and 911 Centers in running legislation to provide additional money. She feels he is taking personally a lot of things that are in the audit, and he wants to make a change faster than what it's happening. Wayne has run the bills that have provided the money for UCA to rebuild the radio network and has run legislation to pay for us not having to pay for radios. He also ran legislation a few years for the 911 system to get to NexGen and he does take an ownership role in all of this. Chief Petersen shared that his conversation with Sen. Harper was consistent with that. Sen. Harper is not impressed with the changes at VECC; they are not fast enough, and he is not happy that Rep. Handy decided not to run anything. Whether he moves forward on this or not, Chief Petersen is not sure. Sen. Harper has given Chief Petersen some time; they will talk again towards the end of the year or first of January. The Board needs to make sure they stay committed in moving forward on the progress being made. Chief Petersen's ask to Scott is to continue the focus on that one measurement, which is most important right now. Korban Lee asked what Senator Harper thinks a reasonable timeline is to make these changes. He feels like we are on the right path, but if he doesn't feel it's fast enough, what is his expectation. Dave Spatafore commented that when he spoke with Rep. Handy, he mentioned if VECC has 6 more months, he felt we would have a better sense of where we are. Unfortunately, 6 months from now, it's after the end of the legislative session. For VECC to say give us 6 months in December isn't the same

thing as give us 6 months in July. That seems to be the problem. Chief Petersen said that Sen. Harper wants it done now; the work he has done over the last several years, he hasn't seen improvement and from his perspective, VECC is the only department not meeting the standards. He's lost patience even though we've shared the reports and progress and explained our target. Chief Petersen feels once they talk again at the end of the year, he will know better what the plan is. He feels the work we are doing is about as good and as fast as we can considering some of the other issues, but these are just perceived as excuses at this point of why we are not there. He can't deny that he's not accurate when everyone else is meeting the standards and we are not. Dave said that the first day of the session is January 19th and if we have reports that show improvement, he likes our chances a lot better than he does right now.

The other issue Dave wanted to bring up is there is interested in creating a 9-8-8 number for behavioral health calls. During the next legislative session, he knows we will see legislation for a behavioral health certification for first responders, a new EMS license, carried by Senator Dan Thatcher. Dave has talked with the Fire Chiefs about this. The long-range goal is to create a 9-8-8 dispatch center for these types of calls. There are a lot of unknowns at this point. Senator Thatcher believes that it's a \$40 - \$50 million fiscal note to do what he wants to do, at least in the Wasatch Front. This tells Dave that he's looking at either raising revenue or diverting revenue. He's not sure this will be dealt with in the 2021 session, but he wanted everyone to keep this in the back of their mind, as it will be a factor. Scott Ruf said this was a new initiative, but he and Director Burnett with SLC, along with the Board of Operations from the Chiefs side here at VECC, have been working closely with DHS and the MCOT of how to divert low-priority calls from 911 to their crisis line. They met yesterday morning and they briefly touched on the 9-8-8 number and all they know is it's gaining speed and on people's radar. It sounds like, according to DHS, there's a first phase plan for full implementation somewhere around July of 2022. Scott has been doing research and is in the loop with the Department of Health, the U of U's Mental and Behavioral health, who runs the MCOT and they are looking to leverage low-priority calls to the mental health professionals.

BOARD OF OPERATIONS BRIEFING

Chief Jacobs reported that in addition to what Scott Ruf will discuss today, the Police Operations Board also discussed tow information for consistency between the agencies. They had a conversation about MDT usage and leveraging technology so there's less talk time in trying to make some of those procedures more consistent between the agencies, especially during the transition to Versaterm. These were the highlights of the Operations meeting.

Chief Harris reported that at the Fire Operations meeting, they talked about poison control calls; there are about 20 calls per year that come in that are transferred there. They will do more research on best practices for handling these calls. They discussed further the AVRR/GPS where they can dispatch units based on location. Specifically, they talked about whether they could google interface with Versaterm. They would not use google to determine who was closest to the call, but whether it could be used to do the mapping to get them to the call. Google has more abilities taking in time of day and traffic issues and they aren't sure if it would be better, but they discussed possibly using it. There was an issue with mutual aide case numbers but that has been resolved. They also talked about their bariatric ambulances, which is the ability for ambulances to handle heavier patients, though the stretchers can handle them, the ambulances can't handle the physical size; they aren't wide enough. Sandy and Gold Cross are the two that do have a larger gurney that can handle these patients. They are reviewing responses sent to a house fire and when they send additional alarms to a fire and what radio channels they will respond on.

REVIEW MONTHLY PERFORMANCE & PROGRESS REPORT

Scott Ruf commented that we provide a monthly report to Sen. Harper, Rep. Hall and will include Rep. Sandy moving forward. He displayed the report; for November 2020, we've made an improvement of the 15 seconds or less to 76% and we are up just under 5% from October, where we were at 71.4%. In the 20 seconds or less, we are at 82.7%, just about a 4% improvement from October, where we were at 78.5%. As Chief Petersen and Dave Spatafore alluded to, we are making incremental changes, and we are seeing those changes with the schedule changes and slowly releasing more people out of training, so we have more bodies on the floor answering 911 calls. While Scott is pleased with the progress in the short amount of time, he wishes it was quicker. It's a process with numerous factors. Chief Petersen felt the flow would assist with what the Board has adopted and what demonstrates the improvement. Korban Lee asked Scott if he could include a

graph format when he reports to the Legislature which shows the progress each month. Scott will update it and send a sample out to everyone to make sure it is reflected accurately for full transparency. Chief Petersen requested that Scott add the graphs, push the report to Korban and himself for review and then they will give the thumbs up.

FINANCE COMMITTEE REPORT/UPDATE

Korban Lee sent an email with a memo on Monday to the Board of Trustees, which was a quick update on the work of the Finance Committee. They have worked almost entirely on the VECC assessment formula and how costs of VECC are distributed among the participating cities. He has heard that there is some concern or questions that maybe a decision has been made already. Korban let everyone know that the Finance Committee will only prepare a recommendation to the Board of Trustees. This body will make the final decision as to that assessment formula. Also, a decision has not been made yet; they are still working through everything. They are trying to take a wide variety of possible models, formulas and things that could factor into the formula and weigh them against criteria that seems to measure the effectiveness of any given model. The Committee has chosen the criteria to weight the model or formula against to be things like keeping the model simple and straightforward, making it focus on the services that VECC provides, making sure the input factors are measured evenly, making sure they don't inadvertently incentivize unsafe protocols, having the ability to add or subtract agencies over time and making sure the impact to any one city is mitigated in any one year by taking rolling averages. The Committee will meet again in January; they have looked at a few models against these criteria and have given feedback to Clint and Scott to prepare new models. Korban welcomes any Trustees to come join the Finance Committee if you are particularly interested in this issue. It is an open meeting, over Zoom, and Scott will be sending a Public Notice out and he will include the Trustees in this. There have been good discussions and healthy debates about what criteria are important and how do they measure the effectiveness.

CAD PROJECT UPDATE

Scott Ruf mentioned we are about 90 days in on the Fire EMS transition and over-all it's gone fairly smooth. They have worked closely with the Chiefs and agencies and there have been some changes with closest unit mapping components of the system. There are a few proposals they are working through but overall, it's going well. On the Police side, Scott was happy to announce South Jordan Police went live yesterday morning at 0600 and it was one of the smoother transitions he's been a part of. Scott had a call early this morning with Chief Knight and he seems to be happy; there are some bugs to work out but overall, they are really pleased with how it's going so far. South Jordan is also the first agency to utilize a combination of silent dispatching and letting their officers and commanders manage their call load vs. taking up radio time, for non-priority calls. Many agencies are watching how this deployment goes with the anticipation as more people move to Versaterm that this model proves out and they'll be able to implement it on their agency's side. It must be turned on globally within the system and then locally the agencies can dictate how they want to make it available to their officers if they choose to use it. We had a kick-off meeting with Murray 2 weeks ago; they are the next police agency to come on board. The timeline has been reevaluated, adjusting for COVID, but Scott pushed back on the proposal, as did the project team and we've maintained the same timeline for the agencies. However, there is an understanding if things get worse or better, it's a fluid system, and if we're communicating, we can make adjustments on the fly. Scott didn't want to make hard timeline adjustments to give the false sense of a longer timeline. The Lieutenants, Sergeants, and others involved within the agencies have been great to work with and they've been a huge asset to the agencies. Doug Hill asked if they were implementing the RMS as the same time. Scott mentioned that it's all one global integrated system and it's all in one. As we go live, we roll them out in parallel as they work together. Chief Petersen thanked Scott for his leadership and the work with Versaterm and the challenges that are being dealt with quickly. He is very pleased with the progress.

DIRECTORS REPORT

Scott Ruf commented that we have touched on a lot of this earlier in the meeting. We are hiring, our staffing is better, and we are making a lot of changes. The reorganization and promotional process for the new Watch Commanders and Supervisors have been announced and we are in a transitional period now; they will all be in place in January when we do our next bid change. This will provide additional leadership and clear expectations across the organization to more align with our mission and values of what we are trying to provide for the agencies and the community. The Finance Committee has been meeting and they have been providing information, looking at the assessments and budget. We continue to have discussions about our radio system

and resources and the Chiefs' desire to partner with various agencies. There is a plan on paper for the 4 agencies in the South to make changes to the radio channels and the sharing of those resources. South Jordan has requested this be on hold for a month or so while their employees get accustomed to the new Versaterm system. The plan is to have a discussion with Riverton, Herriman, Draper and South Jordan on how they want to reorganize these agencies and utilize radio communications moving forward. Part two to this is a long-standing issue with Chief Russo from Cottonwood Heights as well as Chief Thomas with Midvale and Chief Mazaran from UPD; there is a model as the south end of the county reorganizes to look at what we can do in the north-east central area of the county. These conversations are ongoing and there is a plan of what this might look like; it's just a timing issue. On the state radio system, Scott will brief the Ops Chiefs next month. There are some options and significant changes; we won't be losing anything, but how they want to present and utilize it to be more consistent in the state could be a significant change. The new NexGen phone system, unfortunately, has been delayed until April or May. We were supposed to go live the week of December 8th. This is a contract between UCA and the State of Utah with Motorola/Vesta, the new NexGen 911. Scott doesn't control this contract. There are weekly meetings on the Wasatch front, which is considered region 1 in the state; we'll be the first to deploy it, but there has been a significant delay again until the Spring of 2021. It really handcuffs us in making some of the really big changes we needed to make regarding leveraging the phone system which we were hoping to have in place with abandoned calls, phone trees and managing call volume. We continue to focus on answering 911's, but we are dealing with legacy equipment and there are constant configuration problems, which feed into the challenges we are having in meeting some of the standards. We are working through things and doing the best that we can. The final piece of this report is the issue with Priority Dispatch, our Medical Director, Dr. O'Driscoll resigned his position a few months back and we have been without a Medical Director. As we launch a common CAD and make the transition in a lot of our protocols and in partnership with our Police and Fire agencies, we do need a new Medical Director. We have been in constant contact with Dr. Scott Youngquist, the current Medical Director for SLC Fire. He oversees SLC911 and he has been helpful to us as we move forward with APCO. Their role really is advisory; we review protocols, changes to responses, call answering and things like that. Dr. Youngquist works for the U of U in their Emergency Medical division and has a lot of knowledge and would be a great addition to us in what we are trying to achieve county-wide in Emergency Medical services. Scott wanted to bring this forward to the Board with the intent to move forward in getting a contract signed with the U of U to provide Dr. Youngquist's services. Scott will invite him next month to this meeting to do a meet and greet.

CONSIDERATION OF RESOLUTION T20-21, RENEWAL OF LOBBYING SERVICES AGREEMENT WITH CAPSTONE STRATEGIES, LLC.

Chief Petersen commented that this agreement was included in the packet. Scott worked with them to build this resolution. Scott mentioned that with everything that has gone on at the Legislative level and our engagement with Capstone Strategies, they have had a long-standing relation in public safety and with VECC over the last 10 or so years. We have relied on them more heavily than we have in the past and they asked if we could revisit the agreement. The original agreement was for the 2010-2011 legislative session which has just been carried forward. In Scott's discussion with them of what the expectations were, they presented a proposal. Scott asked them if there could be a rate for the legislative session and then a monthly rate outside of the legislative session, which they were open to, if we could just take that number and divide it out equally across the year so that it was a steady monthly rate. The rate in the packet is \$1500 per month; they originally requested \$3000 and then \$2500, but after discussions, they were comfortable with accepting the proposal as submitted at the \$1500 per month. It breaks down to \$3000 a month during the legislative session and then \$1000 a month the rest of the year, which averages \$1500 per month. In July of 2022, the fee will increase to \$1750 per month.

Motion –

. . . By Mr. Doug Hill, to approve Resolution T20-21 Professional Lobbying services; the motion was seconded by Mr. Gary Whatcott; the motion carried unanimously by roll call vote.

DEPUTY DIRECTOR ADMIN./FINANCE REPORT

Clint Jensen reported on the budget to actual; we are 42% of the year complete and right on target with our expenses at 42%. There are some line items higher and lower throughout but overall, the budget to actual looks great. On the cash summary report, he displayed the money in each of the individual accounts as of November 30th. We have had some cash flextions in early December and things have picked back up, we are doing okay. He included the check report just for review. Doug Hill asked Clint Jensen to explain the Lagoon Corporation payment which was around \$1500. He assumed it was an employee benefit and asked if there were any other benefits other than healthcare; he was looking specifically for monies that VECC gives employees for programs or incentives. Clint explained that Lagoon gives us discount tickets which the employees can purchase; it's a wash for us. They purchase the tickets and at the end of the year, we write a check to Lagoon for all the tickets purchased. It's not a benefit VECC provides, but more of a resource to our employees. As far as other benefits, it will typically just be the Health, Dental, Vision and Life Insurances. There are payments to AFLAC, but those funds are deducted from employees checks. Kyle Kershaw asked about the 911 fees and the fact that due to the 2-month lag on these fees, 25% of the e911 year has elapsed. July through September has been collected and we are currently at 26%. He wanted to know when it compares to the first 3 months of last year if the revenue is the same when he compares the same 3 months the prior year. Clint has not looked at this and isn't sure, but he'd be happy to look at it. Clint also reported that we changed payroll processing, it was handled by Dave Sanderson and it's been transitioned to Paycom. Things are going well, it's a slow process when you are bringing 7 different systems into 1 system.

CLOSED SESSION

Chief Petersen requested a motion to go into a closed session and he invited Scott Ruf, Clint Jensen, and Scott Young to stay and move the others into a waiting room until they are done with the closed session.

Motion –

. . . by Mr. Kyle Kershaw, to convene into a closed session for the purpose of discussing the character, professional competence, or physical or mental health of an individual and strategy sessions to discuss pending or reasonably imminent litigation; the motion was seconded by Mr. David Brickey; the motion carried unanimously by roll call vote.

The meeting went into closed session at 3:11 p.m.

Motion –

. . . by Mr. Gary Whatcott, to close the closed session and re-open the public meeting; the motion was seconded by Mr. David Brickey; the motion carried unanimously by roll call vote.

There was nothing more to discuss at this meeting.

The meeting adjourned at 4:46 p.m.